From:	Rellen Hayes
To:	Tucker-Potter, Stacy
Cc:	Hughes, Ernie
Subject:	Directory Project Announcement
Date:	Monday, May 20, 2019 1:35:26 PM
Attachments:	Announcement Examples from Clients.zip PCI Logos.zip Client FAQ for Website.doc

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Hi Stacy,

I'm so sorry that you were unable to attend our project start call today. I will be sending you 3 follow-up emails from my call with Ernie. This first one is on creating a project announcement. The other two emails will be on the data deliverables and marketing deliverables. Once you've had a chance to review the emails, I'd be happy to schedule a call at a time that is convenient for you to go over the details. Just let me know what time works for you.

Here is some information to help you publish a project announcement.

- **Creating an Announcement and FAQ Page**
  - Feel free to borrow language from some of our other client's announcements.
    - Examples in attached zip folder
  - An FAQ document has been created for your project. Review and modify as necessary.
    - FAQ document attached
- **Benefits of an Announcement and FAQ Page**
  - We **highly** recommend that our clients send out an announcement about the project (via website posting, email blast, newsletter and/or magazine) and create an FAQ page.
  - An announcement and FAQ page will *reduce* the number of questions/calls to your office when the project is launched.

If you ever have any questions throughout the project, please don't hesitate to call or email me anytime.

Best regards,

Rellen

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workforce drives higher overall client satisfaction.

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